



AMARAM Technology Corporation

<http://www.amaram.com/>

2123 McKay Street, Falls Church, Virginia 22043-1523

Phone: 703/288-4113, Fax: 202/747-3435, Email: info@amaram.com

**AUTHORIZED FEDERAL SUPPLY SERVICE
INFORMATION TECHNOLOGY SCHEDULE PRICELIST
GSA-FSS Schedule 70 (IT) GS-35F-0199S**

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SECTION I: INFORMATION FOR ORDERING ACTIVITIES

SIN 132-34 - MAINTENANCE OF SOFTWARE

SIN 132-50 - TRAINING COURSES FOR INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE (FPDS Code U012)

SIN 132-51 - INFORMATION TECHNOLOGY (IT) PROFESSIONAL SERVICES

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

SIN 132-52 - ELECTRONIC COMMERCE (EC) SERVICES

FPDS Code D304	Value Added Network Services (VANs)
FPDS Code D304	E-Mail Services
FPDS Code D304	Internet Access Services
FPDS Code D304	Navigation Services
FPDS Code D399	Other Data Transmission Services, Not Elsewhere Classified- Except "Voice" and Pager Services

Statistical Data for Government Ordering Office Completion of Standard Form 279:

Order/Modification Under Federal Schedule

Data Universal Numbering System (DUNS) Number: 042815808

Type of Contractor - A. Small Disadvantaged Business

Woman-Owned Small Business – No

Contractor's Taxpayer Identification Number (TIN): 54-1909595

4a. CAGE Code: 41CN9

4b. Contractor has registered with the Central Contractor Registration Database

Contractor's Ordering Address and Payment Information:

Amaram Technology Corporation
2123 McKay Street
Falls Church VA 22043
(703) 288-4113(Voice), (703) 288-4704(Fax)
E-mail: vinson@amaram.com

POC:

Vinson Palathingal, President, CEO

Cell: 703/568-8070

Vinson@amaram.com



SECTION II: CAPABILITIES STATEMENT

Capabilities Statement

(Effective 01 February 2006)

AMARAM Technology Corporation

2123 McKay Street
Falls Church, Virginia 22043-1523
Phone: 703/288-4113
Fax: 202/747-3435
www.amaram.com
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POC 1:
Vinson Palathingal, President, CEO
Cell: 703/568-8070
vinson@amaram.com

POC 2:
Breeze Johny, Business Development Dir
Cell: 202/270-9955
breeze@amaram.com

Certifications

SBA 8(a) 110305; (expires 2013)
SDB Small Disadvantaged Business SBA
(expires 2013)
SDVOSB Service Disabled Vet Owned Small
Business (by Joint Venture)
DUNS: 042815808
CAGE: 41CN9
EIN 54-1909595
Started: 1998; a Virginia corporation
Government Purchase Card is accepted
GSA-FSS Schedule 70 (IT) GS-35F-0199S
NIH BPA No.: 263-00063724-01-BPA/G
SeaPort-E Prime Contractor

Overview

AMARAM Technology Corporation provides the rudder to any IT project to keep it on course to timely reach its intended destination.

Core Competencies by NAICS

541511 Custom Computer Programming
Services

541512 Computer Systems Design Services

541519 Other Computer Related Services

Core Competencies

- **Quality Assurance:** Software Engineering, Test Automation, Performance Testing, IT Audit – SOX Compliance, IV&V (Independent Validation and Verification)
- **Data Warehousing:** Data Stage, Informatica, Ab Initio, Micro Strategy
- **Microsoft Technologies:** .Net, C#, ASP, Windows Programming, COM, VB
- **Java Platform:** J2EE, Core Java, EJB, Swing, Struts, JSP, Junit
- **Software Project Management:** by PMP Certified Project Managers.
- **Business/Systems Analysis:** Business Processes Analysis, Systems Engineering, Process Evaluation, Reengineering.
- **Embedded Programming/Security:** C++, kernel, OSs, Linux, Unix, Network Security

Project Availability

- Prime contract projects
- Subcontract projects-one seat and up
- Joint Ventures

Experience

Specific details and POCs as pertinent to a particular project will be supplied to satisfy verifiable competency as needed.

- GSA HQ, Washington, DC:
- Fannie Mae, Washington, DC
- Freddie Mac, McLean, VA
- Marriott, Bethesda, MD
- Cisco Systems, San Francisco, CA
- Symbol Technologies, Holtsville, NY
- Manugistics, Rockville, MD
- MCI Worldcom, Ashburn, VA



SECTION III: LABOR CATEGORIES PRICE LIST

INFORMATION TECHNOLOGY SERVICES

FSS PRICELIST

AMARAM TECHNOLOGY CORPORATION Offering on SIN 132-51

03/17/2009

Sl. Number	Labor Category	GSA Schedule Hourly Rate (with IFF)
1	Project Manager – Senior	\$105.28
2	Project Manager – Junior	\$86.14
3	Technical Analyst/Programmer - Senior	\$124.43
4	Technical Analyst/Programmer - Mid level	\$86.14
5	Technical Analyst/Programmer - Junior	\$76.57
6	Quality Analyst/Tester - Senior	\$114.86
7	Quality Analyst/Tester – Mid Level	\$81.36
8	Quality Analyst/Tester - Junior	\$71.78
9	Data Analyst/DBA - Senior	\$124.43
10	Data Analyst/DBA – Mid Level	\$86.14
11	Data Analyst/DBA - Junior	\$76.57
12	Network/OS/Security Analyst - Senior	\$114.86
13	Network/OS/Security Analyst - Mid Level	\$81.36
14	Network/OS/Security Analyst - Junior	\$71.78
15	Business Engineer/Analyst - Senior	\$114.86
16	Business Engineer/Analyst - Mid Level	\$81.36
17	Business Engineer/Analyst - Junior	\$71.78
18	Office Support/Help Desk Specialist - Senior	\$52.64
19	Office Support/Help Desk Specialist - Junior	\$43.07
20	Documentation Specialist	\$67.00
21	Technical Writer- Senior	\$67.00
22	Technical Writer- Junior	\$57.43



SECTION IV: LABOR CATEGORIES DESCRIPTION

1. Job Title: Project Manager - Senior

Minimum/General Experience:

Combination of over ten years information technology experience, including three years of experience in a management or supervisory capacity, plus three years of experience in the functional area of the project to be managed.

Functional Responsibility:

Responsible for planning and executing a project. Prepares and maintains the project schedule and budget. Prepares and delivers status reports to the customer. Primary point of contact for the customer. Oversees all work and takes corrective action as necessary to ensure project success. Manages staffing, budget, prioritization, and other personnel matters. May serve as technical lead for the project.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field, or in the project's functional area.

2. Job Title: Project Manager - Junior

Minimum/General Experience:

Two years of experience assisting a Project/Program Manager in the management of a contract, project, or task. Requires knowledge of and experience using specialized financial and project tracking software systems in addition to commercial off-the-shelf (COTS) office automation software packages.

Functional Responsibility:

Responsible for providing management assistance for planning and executing a project. Assist the Project/Program Manager during the preparation and maintenance of project schedules and budgets. Prepares and delivers status reports or reviews. Tracks staffing, budget, prioritization, and other personnel matters for the Project/Program Manager.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

3. Job Title: Technical Analyst/Programmer - Senior

Minimum/General Experience:

Over ten years of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

Functional Responsibility:

Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be involved in related areas such as database design/management, evaluation



of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

4. Job Title: Technical Analyst/Programmer - Mid level

Minimum/General Experience:

Over five years of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

Functional Responsibility:

Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

5. Job Title: Technical Analyst/Programmer - Junior

Minimum/General Experience:

Over two years of technical experience in applications software development, one of which is in systems analysis. Competent to work at a high technical level for all phases of applications systems analysis and programming activities.

Functional Responsibility:

Works under general direction. Formulates/defines system scope and objectives. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. Prepares detailed specifications from which programs will be written. Designs, codes, tests, debugs, and documents programs. May be involved in related areas such as database design/management, evaluation of commercial off-the-shelf (COTS) products, and analysis of network hardware/software issues. May provide guidance to other systems analysts and programmers.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

6. Job Title: Quality Analyst/Tester - Senior

Minimum/General Experience:



Over ten years of over all technical experience in software development activities with at least 5 years in quality assurance processes and procedures. Competent to work at a high technical level for all phases of software testing and QA work.

Functional Responsibility:

Works under general direction. Formulates/defines test scope and objectives. Writes Test Plan, test cases and test schedule. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. May be involved in related areas such as test automation and other IV&V activities. May provide guidance to other software test professionals and QA engineers.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

7. Job Title: Quality Analyst/Tester - Mid level

Minimum/General Experience:

Over five years of over all technical experience in software development activities with at least 3 years in quality assurance processes and procedures. Competent to work at a high technical level for all phases of software testing and QA work.

Functional Responsibility:

Works under general direction. Formulates/defines test scope and objectives. Writes Test Plan, test cases and test schedule. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. May be involved in related areas such as test automation and other IV&V activities. May provide guidance to other software test professionals and QA engineers.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

8. Job Title: Quality Analyst/Tester - Junior

Minimum/General Experience:

Over 3 years of over all technical experience in software development activities with at least 1 year in quality assurance processes and procedures. Competent to work at a high technical level for all phases of software testing and QA work.

Functional Responsibility:

Works under general direction. Formulates/defines test scope and objectives. Writes Test Plan, test cases and test schedule. Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations. May be involved in related areas such as test automation and other IV&V activities. May provide guidance to other software test professionals and QA engineers.

Minimum Education:

Bachelor's degree in Computer Science, Engineering or a related field.

9. Job Title: Data Analyst/DBA - Senior



Minimum/General Experience:

Over 10 years of overall software experience of which over 5 years in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management. Experience may include data modeling, analysis, and programming of computerized databases. Competent to work in most phases of database management and/or data analysis.

Functional Responsibility:

Designs, implements, and maintains complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Maintains database dictionaries, monitors standards and procedures, and integrates system through database design. Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

Minimum Education:

Bachelor's degree in Computer Science, engineering or a related field.

10. Job Title: Data Analyst/DBA – Mid level

Minimum/General Experience:

Over 5 years of overall software experience of which over 3 years in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management. Experience may include data modeling, analysis, and programming of computerized databases. Competent to work in most phases of database management and/or data analysis.

Functional Responsibility:

Designs, implements, and maintains complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Maintains database dictionaries, monitors standards and procedures, and integrates system through database design. Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

Minimum Education:

Bachelor's degree in Computer Science, engineering or a related field.

11. Job Title: Data Analyst/DBA - Junior

Minimum/General Experience:

Over 3 years of overall software experience of which over 1 year in administration, analysis, and programming of computerized databases. Competent to work at a high level for all phases of database management. Experience may include data modeling, analysis, and programming of computerized databases. Competent to work in most phases of database management and/or data analysis.

Functional Responsibility:



Designs, implements, and maintains complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, protection and security, documentation, guidelines, and statistical methods. Maintains database dictionaries, monitors standards and procedures, and integrates system through database design. Under general direction, designs, implements, and maintains moderately complex databases with respect to the operating system, access methods, access time, device allocation, validation checks, organization, and statistical methods. Maintains database dictionaries and integrates system through database design.

Minimum Education:

Bachelor's degree in Computer Science, engineering or a related field.

12. Job Title: Network/OS/Security Analyst - Senior

Minimum/General Experience:

Over 10 years of overall technical experience in software field, five of which are in Network or OS or Security areas. Has technical knowledge of all phases of network & operating systems programming and/or security applications and security management.

Functional Responsibility:

Formulates/defines specifications for complex operating system software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents operating system software. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, linking peripheral devices, computer accounting, and advanced mathematical or scientific software packages. May direct and review the work of other systems analysts and programmers. Supports quality assurance review and evaluation of new and existing software products. May act as project leader.

Alternatively, performs all procedures necessary to ensure the information systems assets and to protect systems from intentional or inadvertent access or destruction. May be involved with databases, networks, stand-alone microcomputers, mainframes, or minicomputers. Interfaces with the user community to understand their security needs and implements procedures to provide support. Ensures that the user community understands and adheres to necessary procedures to maintain security. Conducts evaluation of the level of security provided. May conduct required security audits and certifications.

Minimum Education:

Bachelor's degree in Computer Science, engineering or a related field.

13. Job Title: Network/OS/Security Analyst – Mid level

Minimum/General Experience:

Over 5 years of overall technical experience in software field, three of which are in Network or OS or Security areas. Has technical knowledge of all phases of network & operating systems programming and/or security applications and security management.

Functional Responsibility:

Formulates/defines specifications for complex operating system software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the



manufacturer. Designs, codes, tests, debugs, and documents operating system software. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, linking peripheral devices, computer accounting, and advanced mathematical or scientific software packages. May direct and review the work of other systems analysts and programmers. Supports quality assurance review and evaluation of new and existing software products.

Alternatively, performs all procedures necessary to ensure the information systems assets and to protect systems from intentional or inadvertent access or destruction. May be involved with databases, networks, stand-alone microcomputers, mainframes, or minicomputers. Interfaces with the user community to understand their security needs and implements procedures to provide support. Ensures that the user community understands and adheres to necessary procedures to maintain security. Conducts evaluation of the level of security provided. May conduct required security audits and certifications.

Minimum Education:

Bachelor's degree in Computer Science, engineering or a related field.

14. Job Title: Network/OS/Security Analyst - Junior

Minimum/General Experience:

Over 5 years of overall technical experience in software field, three of which are in Network or OS or Security areas. Has technical knowledge of all phases of network & operating systems programming and/or security applications and security management.

Functional Responsibility:

Formulates/defines specifications for complex operating system software programming applications or modifies/maintains complex existing applications using engineering releases and utilities from the manufacturer. Designs, codes, tests, debugs, and documents operating system software. Responsible for applications dealing with the overall operating system, such as sophisticated file maintenance routines, large telecommunications networks, linking peripheral devices, computer accounting, and advanced mathematical or scientific software packages. May direct and review the work of other systems analysts and programmers. Supports quality assurance review and evaluation of new and existing software products.

Alternatively, performs all procedures necessary to ensure the information systems assets and to protect systems from intentional or inadvertent access or destruction. May be involved with databases, networks, stand-alone microcomputers, mainframes, or minicomputers. Interfaces with the user community to understand their security needs and implements procedures to provide support. Ensures that the user community understands and adheres to necessary procedures to maintain security. Conducts evaluation of the level of security provided. May conduct required security audits and certifications.

Minimum Education:

Bachelor's degree in Computer Science, engineering or a related field.

15. Job Title: Business Engineer/Analyst - Senior

Minimum/General Experience:

Over 10 years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training.



Experienced in business process analysis. Understanding of business and IT processes and/or prevailing risk and regulatory environments.

Functional Responsibility:

Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals.

Minimum Education:

Bachelor's degree in Computer Science, Engineering, Business Management, Accounting, Business Administration, or a related field.

16. Job Title: Business Engineer/Analyst - Mid level

Minimum/General Experience:

Over 5 years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training. Experienced in business process analysis. Understanding of business and IT processes and/or prevailing risk and regulatory environments.

Functional Responsibility:

Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals.

Minimum Education:

Bachelor's degree in Computer Science, Engineering, Business Management, Accounting, Business Administration, or a related field.

17. Job Title: Business Engineer/Analyst - Junior

Minimum/General Experience:

Over 3 years of experience evaluating, developing, and documenting organizational processes and procedures; implementing new business or computer systems; and delivering operational staff training. Experienced in business process analysis. Understanding of business and IT processes and/or prevailing risk and regulatory environments.

Functional Responsibility:



Analyzes business processes to determine most efficient methods of accomplishing work. Uses computer-based and manual workflow analysis tools to study work procedures, information flows, production methods, inventory controls, and cost analyses. Documents findings and recommends new procedures, systems, and organizational changes, including staffing, equipment, and facility requirements. Monitors newly implemented systems to ensure smooth functioning. May install new systems and train operating staff. May conduct operational effectiveness reviews to ensure changes are applied and functioning as intended. Develops and maintains operating systems documentation and procedure manuals.

Minimum Education:

Bachelor's degree in Computer Science, Engineering, Business Management, Accounting, Business Administration, or a related field.

18. Job Title: Office Support/Help Desk Specialist - Senior

Minimum/General Experience:

Over 3 years of personal or educational experience that demonstrates an understanding of the fundamental concepts, practices, and procedures, including those related to automation/computing, of the field of specialization relative to the assignment.

Functional Responsibility:

Provides supervised support for repetitive or routine activities, according to established procedures or instructions, relative to the assignment. Uses the basic elements of models, tools, utilities, applications/systems, software, or databases to perform assigned tasks.

Minimum Education:

Bachelor's degree.

19. Job Title: Office Support/Help Desk Specialist - Junior

Minimum/General Experience:

Over 1 year of personal or educational experience that demonstrates an understanding of the fundamental concepts, practices, and procedures, including those related to automation/computing, of the field of specialization relative to the assignment.

Functional Responsibility:

Provides supervised support for repetitive or routine activities, according to established procedures or instructions, relative to the assignment. Uses the basic elements of models, tools, utilities, applications/systems, software, or databases to perform assigned tasks.

Minimum Education:

2 years Associate Degree.

20. Job Title: Documentation Specialist

Minimum/General Experience:

Three or more years of experience in preparing and maintaining technical documentation. Competent to work at a high level of all phases of documentation.



Functional Responsibility:

Working under general direction, prepares and/or maintains systems, programming, and operations documentation, procedures, and methods (e.g., user and reference manuals). Maintains an up-to-date internal documentation library. Provides or coordinates special documentation services as required. May act as project leader for large documentation jobs.

Minimum Education:

High School diploma, plus technical writing course work.

21. Job Title: Technical Writer - Senior

Minimum/General Experience:

Five or more years of experience in writing, designing, editing, and preparing business or technical documentation, to include independent and creative writing. Experience with and thorough knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with processing new or special project material. Experience in material verification through consultation with subject matter specialists/experts or independent research. Experience in managing copy preparation through production.

Functional Responsibility:

Responsible for supervising and/or performing documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with all levels of management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. May establish, staff, and supervise documentation project teams. Can estimate, negotiate, and acquire required inventory for production cycles. Prepares required documentation in an appropriate format. Supports configuration management or quality assurance standards and may determine compliance levels. Reviews and analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Performs substantive editing that ensures document organization and quality. Confirms the adequacy of material submitted for publication or final product quality. Ensures that documents follow the appropriate style guide and may develop project-specific style guide supplements. Can manage or supervise production cycle activities, including resource coordination, through document delivery and maintenance.

Minimum Education:

Bachelor's degree in Communications, Journalism, English, or a related field.

22. Job Title: Technical Writer - Junior

Minimum/General Experience:

Three years of experience in writing, designing, editing, and preparing business or technical documentation, to include independent and creative writing. Experience with and thorough knowledge of Department of Defense (DoD), Federal Information Processing (FIP), Government Printing Office (GPO), or commercial documentation standards as appropriate to the assignment. Experience with processing new or special project material. Experience in material verification through consultation with subject matter specialists/experts or independent research. Experience in managing copy preparation through production.



Functional Responsibility:

Responsible for supervising and/or performing documentation design, development, and preparation throughout the production cycle that can include: technical writing/editing, editorial consultation, copy design/editing, proofreading, or overall documentation review. Works with all levels of management, technical personnel, authors, and subject matter experts to define documentation content, guidelines, specifications, and development schedules. May establish, staff, and supervise documentation project teams. Can estimate, negotiate, and acquire required inventory for production cycles. Prepares required documentation in an appropriate format. Supports configuration management or quality assurance standards and may determine compliance levels. Reviews and analyzes the data and user requirements to ensure that documentation is clear, concise, and valid. Performs substantive editing that ensures document organization and quality. Confirms the adequacy of material submitted for publication or final product quality. Ensures that documents follow the appropriate style guide and may develop project-specific style guide supplements. Can manage or supervise production cycle activities, including resource coordination, through document delivery and maintenance.

Minimum Education:

Bachelor's degree in Communications, Journalism, English, or a related field.



SECTION V: TERMS AND CONDITIONS

TERMS AND CONDITIONS APPLICABLE TO MAINTENANCE (SPECIAL ITEM NUMBER 132-34) OF GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY SOFTWARE

1. INSPECTION/ACCEPTANCE

The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The ordering activity reserves the right to inspect or test any software that has been tendered for acceptance. The ordering activity may require repair or replacement of nonconforming software at no increase in contract price. The ordering activity must exercise its postacceptance rights (1) within a reasonable time after the defect was discovered or should have been discovered; and (2) before any substantial change occurs in the condition of the software, unless the change is due to the defect in the software.

2. GUARANTEE/WARRANTY

- a. Unless specified otherwise in this contract, the Contractor's standard commercial guarantee/warranty as stated in the contract's commercial pricelist will apply to this contract.
- b. The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.
- c. Limitation of Liability. Except as otherwise provided by an express or implied warranty, the Contractor will not be liable to the ordering activity for consequential damages resulting from any defect or deficiencies in accepted items.

3. TECHNICAL SERVICES

The Contractor, without additional charge to the ordering activity, shall provide a hot line technical support number 703-288-4113 for the purpose of providing user assistance and guidance in the implementation of the software. The technical support number is available from 9 A.M. to 5 P.M. EST.

4. SOFTWARE MAINTENANCE

- a. Software maintenance service shall include the following
- b. Invoices for maintenance service shall be submitted by the Contractor on a quarterly or monthly basis, after the completion of such period. Maintenance charges must be paid in arrears (31 U.S.C. 3324). **PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.**

5. PERIODS OF TERM LICENSES (132-32) AND MAINTENANCE (132-34)

- a. The Contractor shall honor orders for periods for the duration of the contract period or a lesser period of time.
- b. Term licenses and/or maintenance may be discontinued by the ordering activity on thirty (30) calendar days written notice to the Contractor.
- c. Annual Funding. When annually appropriated funds are cited on an order for term licenses and/or maintenance, the period of the term licenses and/or maintenance shall automatically expire on September 30 of the contract period, or at the end of the contract period, whichever occurs first. Renewal of the term licenses and/or maintenance orders citing the new appropriation shall be required, if the term licenses and/or maintenance is to be continued during any remainder of the contract period.
- d. Cross-Year Funding Within Contract Period. Where an ordering activity's specific appropriation authority provides for funds in excess of a 12 month (fiscal year) period, the ordering activity may place an order under this schedule contract for a period up to the expiration of the contract period, notwithstanding the intervening fiscal years.



e. Ordering activities should notify the Contractor in writing thirty (30) calendar days prior to the expiration of an order, if the term licenses and/or maintenance is to be terminated at that time. Orders for the continuation of term licenses and/or maintenance will be required if the term licenses and/or maintenance is to be continued during the subsequent period.

6. CONVERSION FROM TERM LICENSE TO PERPETUAL LICENSE

a. The ordering activity may convert term licenses to perpetual licenses for any or all software at any time following acceptance of software. At the request of the ordering activity the Contractor shall furnish, within ten (10) calendar days, for each software product that is contemplated for conversion, the total amount of conversion credits which have accrued while the software was on a term license and the date of the last update or enhancement.

b. Conversion credits that are provided shall, within the limits specified, continue to accrue from one contract period to the next, provided the software remains on a term license within the ordering activity.

c. The term license for each software product shall be discontinued on the day immediately preceding the effective date of conversion from a term license to a perpetual license.

d. The price the ordering activity shall pay will be the perpetual license price that prevailed at the time such software was initially ordered under a term license, or the perpetual license price prevailing at the time of conversion from a term license to a perpetual license, whichever is the less, minus an amount equal to _____% of all term license payments during the period that the software was under a term license within the ordering activity.

7. TERM LICENSE CESSATION

a. After a software product has been on a continuous term license for a period of 12 months, a fully paid-up, non-exclusive, perpetual license for the software product shall automatically accrue to the ordering activity. The period of continuous term license for automatic accrual of a fully paid-up perpetual license does not have to be achieved during a particular fiscal year; it is a written Contractor commitment which continues to be available for software that is initially ordered under this contract, until a fully paid-up perpetual license accrues to the ordering activity. However, should the term license of the software be discontinued before the specified period of the continuous term license has been satisfied, the perpetual license accrual shall be forfeited.

b. The Contractor agrees to provide updates and maintenance service for the software after a perpetual license has accrued, at the prices and terms of Special Item Number 132-34, if the licensee elects to order such services. Title to the software shall remain with the Contractor.

8. UTILIZATION LIMITATIONS - (132-32, 132-33, AND 132-34)

a. Software acquisition is limited to commercial computer software defined in FAR Part 2.101.

b. When acquired by the ordering activity, commercial computer software and related documentation so legend shall be subject to the following:

(1) Title to and ownership of the software and documentation shall remain with the Contractor, unless otherwise specified.

(2) Software licenses are by site and by ordering activity. An ordering activity is defined as a cabinet level or independent ordering activity. The software may be used by any subdivision of the ordering activity (service, bureau, division, command, etc.) that has access to the site the software is placed at, even if the subdivision did not participate in the acquisition of the software. Further, the software may be used on a sharing basis where multiple agencies have joint projects that can be satisfied by the use of the software placed at one ordering activity's site. This would allow other agencies access to one ordering activity's database. For ordering activity public domain databases, user agencies and third parties may use the computer program to enter, retrieve, analyze and present data. The user ordering activity will take appropriate action by instruction, agreement, or otherwise, to protect the Contractor's proprietary property with any third parties that are permitted access to the computer programs and documentation in connection with the user ordering activity's permitted use of the computer programs and documentation. For purposes of this section, all such permitted third parties shall be deemed agents of the user ordering activity.



(3) Except as is provided in paragraph 8.b(2) above, the ordering activity shall not provide or otherwise make available the software or documentation, or any portion thereof, in any form, to any third party without the prior written approval of the Contractor. Third parties do not include prime Contractors, subcontractors and agents of the ordering activity who have the ordering activity's permission to use the licensed software and documentation at the facility, and who have agreed to use the licensed software and documentation only in accordance with these restrictions. This provision does not limit the right of the ordering activity to use software, documentation, or information therein, which the ordering activity may already have or obtains without restrictions.

(4) The ordering activity shall have the right to use the computer software and documentation with the computer for which it is acquired at any other facility to which that computer may be transferred, or in cases of disaster recovery, the ordering activity has the right to transfer the software to another site if the ordering activity site for which it is acquired is deemed to be unsafe for ordering activity personnel; to use the computer software and documentation with a backup computer when the primary computer is inoperative; to copy computer programs for safekeeping (archives) or backup purposes; to transfer a copy of the software to another site for purposes of benchmarking new hardware and/or software; and to modify the software and documentation or combine it with other software, provided that the unmodified portions shall remain subject to these restrictions.

(5) "Commercial Computer Software" may be marked with the Contractor's standard commercial restricted rights legend, but the schedule contract and schedule pricelist, including this clause, "Utilization Limitations" are the only governing terms and conditions, and shall take precedence and supersede any different or additional terms and conditions included in the standard commercial legend.

9. SOFTWARE CONVERSIONS - (132-32 AND 132-33)

Full monetary credit will be allowed to the ordering activity when conversion from one version of the software to another is made as the result of a change in operating system, or from one computer system to another. Under a perpetual license (132-33), the purchase price of the new software shall be reduced by the amount that was paid to purchase the earlier version. Under a term license (132-32), conversion credits which accrued while the earlier version was under a term license shall carry forward and remain available as conversion credits which may be applied towards the perpetual license price of the new version.

10. DESCRIPTIONS AND EQUIPMENT COMPATIBILITY

The Contractor shall include, in the schedule pricelist, a complete description of each software product and a list of equipment on which the software can be used. Also, included shall be a brief, introductory explanation of the modules and documentation which are offered.

11. RIGHT-TO-COPY PRICING

The Contractor shall insert the discounted pricing for right-to-copy licenses.



**TERMS AND CONDITIONS APPLICABLE TO PURCHASE OF
TRAINING COURSES FOR GENERAL PURPOSE COMMERCIAL
INFORMATION TECHNOLOGY EQUIPMENT AND SOFTWARE
(SPECIAL ITEM NUMBER 132-50)**

1. SCOPE

- a. The Contractor shall provide training courses normally available to commercial customers, which will permit ordering activity users to make full, efficient use of general purpose commercial IT products. Training is restricted to training courses for those products within the scope of this solicitation.
- b. The Contractor shall provide training at the Contractor's facility and/or at the ordering activity's location, as agreed to by the Contractor and the ordering activity.

2. ORDER

Written orders, EDI orders (GSA Advantage! and FACNET), credit card orders, and orders placed under blanket purchase agreements (BPAs) shall be the basis for the purchase of training courses in accordance with the terms of this contract. Orders shall include the student's name, course title, course date and time, and contracted dollar amount of the course.

3. TIME OF DELIVERY

The Contractor shall conduct training on the date (time, day, month, and year) agreed to by the Contractor and the ordering activity.

4. CANCELLATIONS AND RESCHEDULING

- a. The ordering activity will notify the Contractor at least seventy-two (72) hours before the scheduled training date, if a student will be unable to attend. The Contractor will then permit the ordering activity to either cancel the order or reschedule the training at no additional charge. In the event the training class is rescheduled, the ordering activity will modify its original training order to specify the time and date of the rescheduled training class.
- b. In the event the ordering activity fails to cancel or reschedule a training course within the time frame specified in paragraph a, above, the ordering activity will be liable for the contracted dollar amount of the training course. The Contractor agrees to permit the ordering activity to reschedule a student who fails to attend a training class within ninety (90) days from the original course date, at no additional charge.
- c. The ordering activity reserves the right to substitute one student for another up to the first day of class.
- d. In the event the Contractor is unable to conduct training on the date agreed to by the Contractor and the ordering activity, the Contractor must notify the ordering activity at least seventy-two (72) hours before the scheduled training date.

5. FOLLOW-UP SUPPORT

The Contractor agrees to provide each student with unlimited telephone support for a period of one (1) year from the completion of the training course. During this period, the student may contact the Contractor's instructors for refresher assistance and answers to related course curriculum questions.

6. PRICE FOR TRAINING

The price that the ordering activity will be charged will be the ordering activity training price in effect at the time of order placement, or the ordering activity price in effect at the time the training course is conducted, whichever is less.

7. INVOICES AND PAYMENT

Invoices for training shall be submitted by the Contractor after ordering activity completion of the training course. Charges for training must be paid in arrears (31 U.S.C. 3324). PROMPT PAYMENT DISCOUNT, IF APPLICABLE, SHALL BE SHOWN ON THE INVOICE.



8. FORMATS AND CONTENT OF TRAINING

- a. The Contractor shall provide written materials (i.e., manuals, handbooks, texts, etc.) normally provided with course offerings. Such documentation will become the property of the student upon completion of the training class.
- b. ****If applicable**** For hands-on training courses, there must be a one-to-one assignment of IT equipment to students.
- c. The Contractor shall provide each student with a Certificate of Training at the completion of each training course.
- d. The Contractor shall provide the following information for each training course offered:
 - (1) The course title and a brief description of the course content, to include the course format (e.g., lecture, discussion, hands-on training);
 - (2) The length of the course;
 - (3) Mandatory and desirable prerequisites for student enrollment;
 - (4) The minimum and maximum number of students per class;
 - (5) The locations where the course is offered;
 - (6) Class schedules; and
 - (7) Price (per student, per class (if applicable)).
- e. For those courses conducted at the ordering activity's location, instructor travel charges (if applicable), including mileage and daily living expenses (e.g., per diem charges) are governed by Pub. L. 99-234 and FAR Part 31.205-46, and are reimbursable by the ordering activity on orders placed under the Multiple Award Schedule, as applicable, in effect on the date(s) the travel is performed. Contractors cannot use GSA city pair contracts. **The Industrial Funding Fee does NOT apply to travel and per diem charges.**

9. "NO CHARGE" TRAINING

The Contractor shall describe any training provided with equipment and/or software provided under this contract, free of charge, in the space provided below.

NO FREE TRAINING OFFERED AT THIS TIME.



**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51) AND
ELECTRONIC COMMERCE (EC) SERVICES (SPECIAL ITEM NUMBER 132-52)**

1. SCOPE

a. The prices, terms and conditions stated under Special Item Number 132-51 Information Technology Professional Services and Special Item Number 132-52 Electronic Commerce Services apply exclusively to IT/EC Services within the scope of this Information Technology Schedule.

b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

2. PERFORMANCE INCENTIVES

a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract in accordance with this clause.

b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.

c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

3. ORDER

a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks that extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.

b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

4. PERFORMANCE OF SERVICES

a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.

b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.

c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.

d. Any Contractor travel required in the performance of IT/EC Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order



during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

- (1) Cancel the stop-work order; or
- (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

- (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
- (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Deviation – May 2003) Rights in Data – General may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT/EC Services.

9. INDEPENDENT CONTRACTOR

All IT/EC Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.



b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT/EC services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.232-7 (DEC 2002), (Alternate II – Feb 2002) (Deviation – May 2003)) applies to labor-hour orders placed under this contract.

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.